

Reporting Period: July 2013 - December 2013 (Data as of Apr 04, 2014)

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	131	130	1%
	Admits	9	24	-63% ▼
	Discharges	16	18	-11% ▼
	Service Hours	3,659	2,988	22% ▲
	Bed Days	1,579	1,601	-1%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	122	93.1%
	Residential Services	9	6.9%

## Consumer Satisfaction Survey

(Based on 98 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		86%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

## Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	10	8%	15%	Male	84	64%	58%
26-34	33	25%	22%	Female	47	36%	42%
35-44	24	18%	19%				
45-54	37	28%	25%				
55-64	20	15%	15%				
65+	7	5%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	102	78%	75%	Black/African American	61	47%	▲ 17%
Hispanic-Other	13	10%	6%	White/Caucasian	40	31%	▼ 64%
Hisp-Puerto Rican	13	10%	12%	Other	25	19%	14%
Unknown	2	2%	6%	Hawaiian/Other Pacific Islander	2	2%	0%
Hispanic-Cuban	1	1%	0%	Asian	1	1%	1%
Hispanic-Mexican			0%	Multiple Races	1	1%	1%
				Unknown	1	1%	3%
				Am. Indian/Native Alaskan			1%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	552	550	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	79%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	81%
SA Screen Complete	N/A	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	33%	25%	7%	8%
Stable Living Situation		3	100%	95%	94%	5%
Social Support		1	33%	60%	78%	-27% ▼
Improved/Maintained Axis V GAF Score		0	0%	95%	56%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	1,035 days	1.0	100%	90%	97%	10%

< 90%

90-110%

>110%

> 10% Over

< 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 71 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	87%
Cooccurring		
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	71%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2	100%	60%	80%	40% ▲
Stable Living Situation		2	100%	90%	96%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	49%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	1,262 days	1.0	100%	90%	93%	10%

< 90% 90-110% >110%

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 26 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	1	1	0%
Discharges	-	-	
Bed Days	659	683	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	67%	87%
Cooccurring		
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	75%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	71%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	75%	60%	80%	15% ▲
Stable Living Situation		4	100%	90%	96%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	49%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	1,298 days	1.0	90%	90%	93%	0%

< 90% 90-110% >110%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 26 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	118	1%
Admits	8	23	-65% ▼
Discharges	13	17	-24% ▼
Service Hours	3,659	2,988	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	57%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■		83%
Discharges	■	■		■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	36	30%	35%	36%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	93	86%	90%	92%	-4%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 39 Active Employment Services Programs